

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-96. (canceled)

97. (currently amended) An integrated and secure system for conducting

business over a public Internet by enabling a customer, of a communications network, to command and control the customer's switched communications connections within the communications network and to view results of any changes in the customer's connections, the system comprising:

at least one secure web server that manages secure customer sessions with a customer workstation over the public Internet, the at least one secure web server providing session management for the customer, the session management including:

identification of the customer,

validation of the customer,

determining entitlements of the customer, and

performing encryption of the secure customer sessions; and

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, where the at least one dispatch server provides verification of the customer's entitlements, and based on the customer's entitlements, forwards messages to a proxy associated with a desired service,

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